



P.O. Box 168025
Sacramento, CA 95816

Providing information technology services to
California Health and Human Services Agency Departments



Arnold Schwarzenegger,
Governor

JOB OPPORTUNITY

CLASSIFICATION: Associate Information Systems Analyst

POSITION LOCATION: Health and Human Services Data Center (HHSDC)
Telecommunications Division
Network Operations Center
P. O. Box 168025
Sacramento, CA 95816

(Free Parking Available)

SALARY: \$4,316 - \$5,247

Duties/Responsibilities:

Under general supervision of the Health and Human Services Data Center (HHSDC) Data Processing Manager II (DPM II), Network Operations Center (NOC), Telecommunications Division, independently provides expertise in solving the more complex issues in responding to telecommunications service inquiries from customers, which includes the support of electronic information processing systems, microcomputer systems, teleprocessing networks and vendor management systems. Acts as a liaison between HHSDC customers and customer help desks; communicates and interacts with customers and vendors; and participates in helpdesk tool development.

Desirable Qualifications:

- Understanding of the importance of good customer service and the necessity of effective communication to meet customers' business needs.
- Skill in problem-solving techniques to accurately identify technical problems and causes.
- Ability to prioritize, plan, organize, coordinate, monitor and follow-up on workload to perform an accurate, timely and detailed analysis of equipment, network services and system or network problems to ensure customer satisfaction.
- Knowledge of LAN/WAN topology to understand network connectivity.
- General knowledge of network telecommunications services
- Ability to learn, interpret and apply new technologies.
- Ability to develop working relationships with vendors and customers to ensure open communication.



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- Ability to use Personal Computers (PCs) and applications, such as word processing, spreadsheets and e-mail
- Ability to work off-shift, on-call, and/or weekend days or nights

Who May Apply:

- State employees who are at or who have lateral transfer eligibility to the Associate Information Systems Analyst classification.
- Persons who have list eligibility. (If applicable, please indicate that you have list eligibility for this classification on your application.)
- SROA/Surplus candidates are encouraged to apply. (If applicable, please indicate on your application that you are an SROA/Surplus candidate.)
- Training and Development Assignments Considered.

Inquiries regarding this position may be directed to Rich Hall at (916) 739-7605.

Please reference RPA# 05-163 on your application.

APPLICATIONS RECEIVED WITHOUT RPA #05-163 REFERENCED WILL BE CONSIDERED INCOMPLETE AND WILL NOT BE ACCEPTED FOR THIS POSITION.

Applications submitted via e-mail or fax will NOT be accepted.

Final Filing Date: Until Filled

Submit applications/resumes to:

Health and Human Services Data Center
Human Resources Branch
Attn: RPA # **05-163**
P. O. Box 168025
Sacramento, CA 95816

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.